

But Can Users Find It?

Investigating the Navigation Usability of a School Systems
Information Website



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What is usability?



I know what usability testing is.

I've heard of it, but I'm not quite
sure what it is.



How effectively, efficiently and satisfactorily a user can interact with a user interface.

Introduction

- ⦿ This presentation will explore the use of **usability studies in a K-12 environment**. As a school technology coordinator, I have knowledge in the inner workings of K-12 environments, and with this connection, I will discuss the usability methods and procedures that I used effectively with adult study participants. I will also discuss the findings of my study and its implications on school systems information websites.

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Introduction

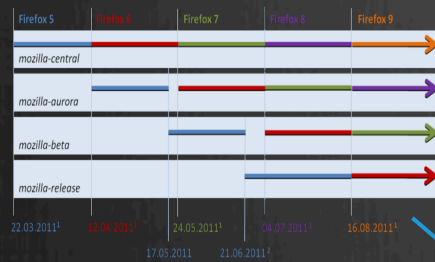
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Background

- ⦿ This usability study examined a simulated school systems information website which was based on a similar website deployed at a high school in Hawai'i. The information housed on the website was intended to be used daily by employees at the school and included information such as: schedules, calendars, bulletins and request forms.

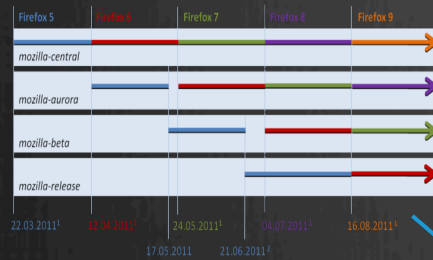


Website



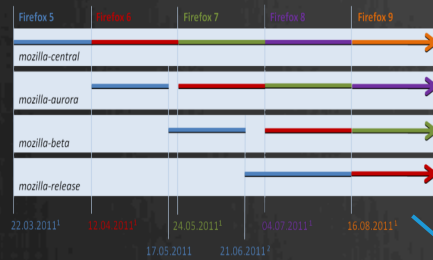
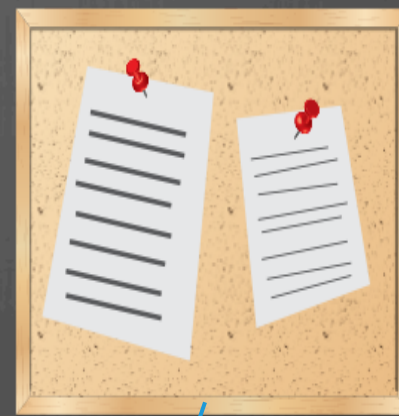
¹ Entwicklungsstart der jeweiligen Vorversion
² Veröffentlichung von Firefox 5

Website



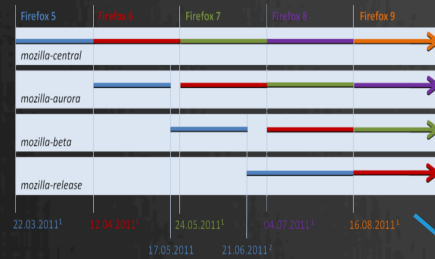
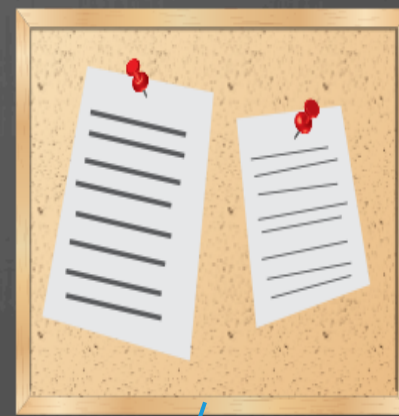
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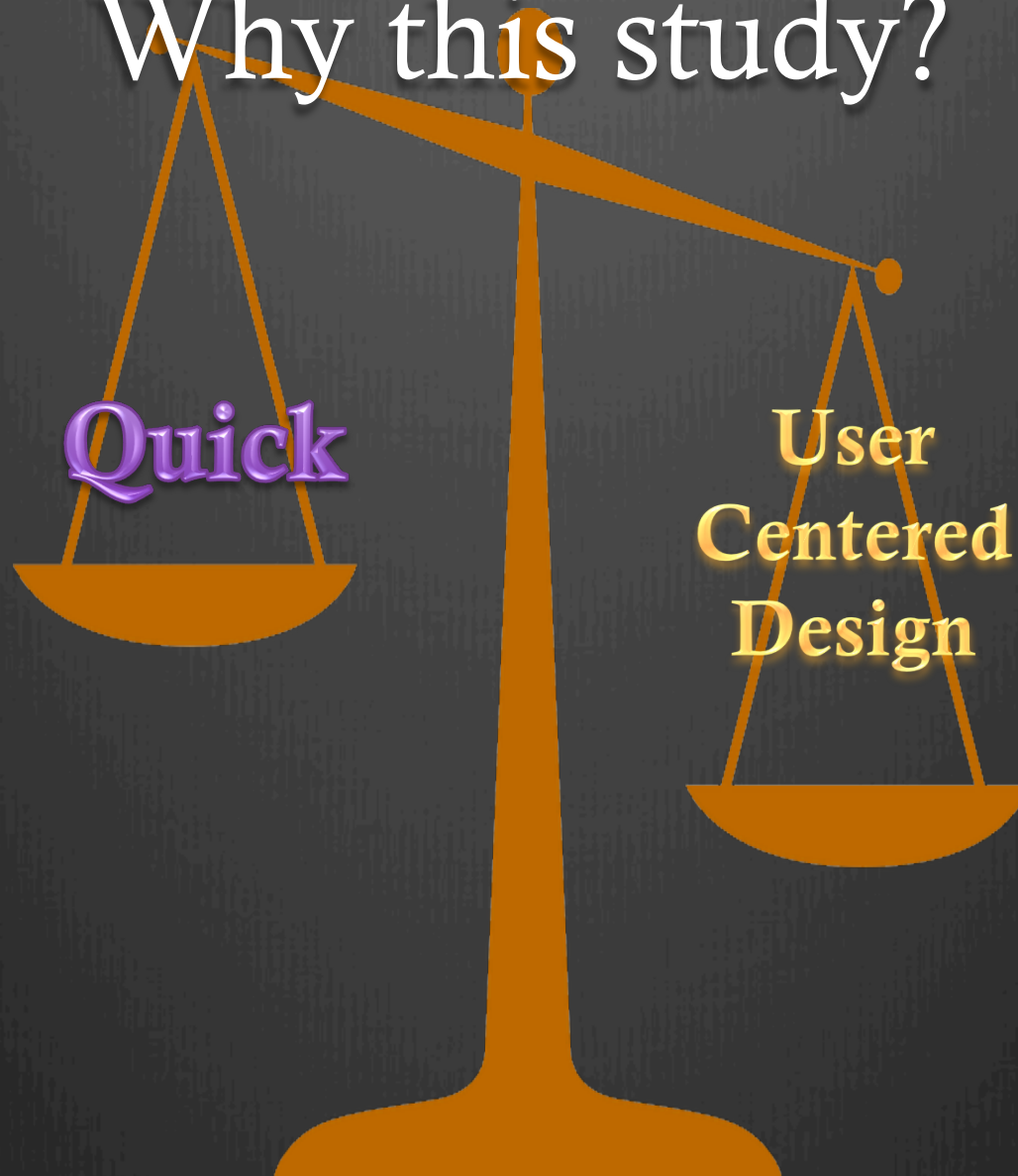




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Why this study?



Purpose

The purpose of this usability study was to investigate navigation improvements to this simulated school system's information website designed for high school teachers.

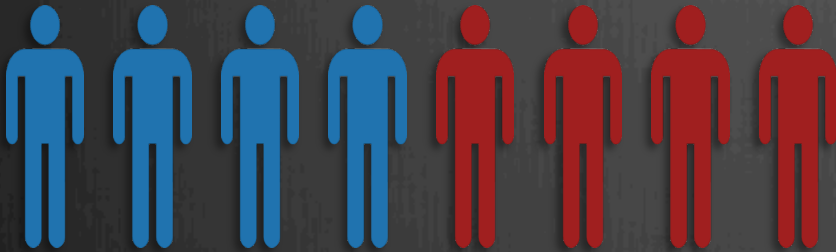
Demographics

Target Population



Teachers for who the
website was designed.

Study Population

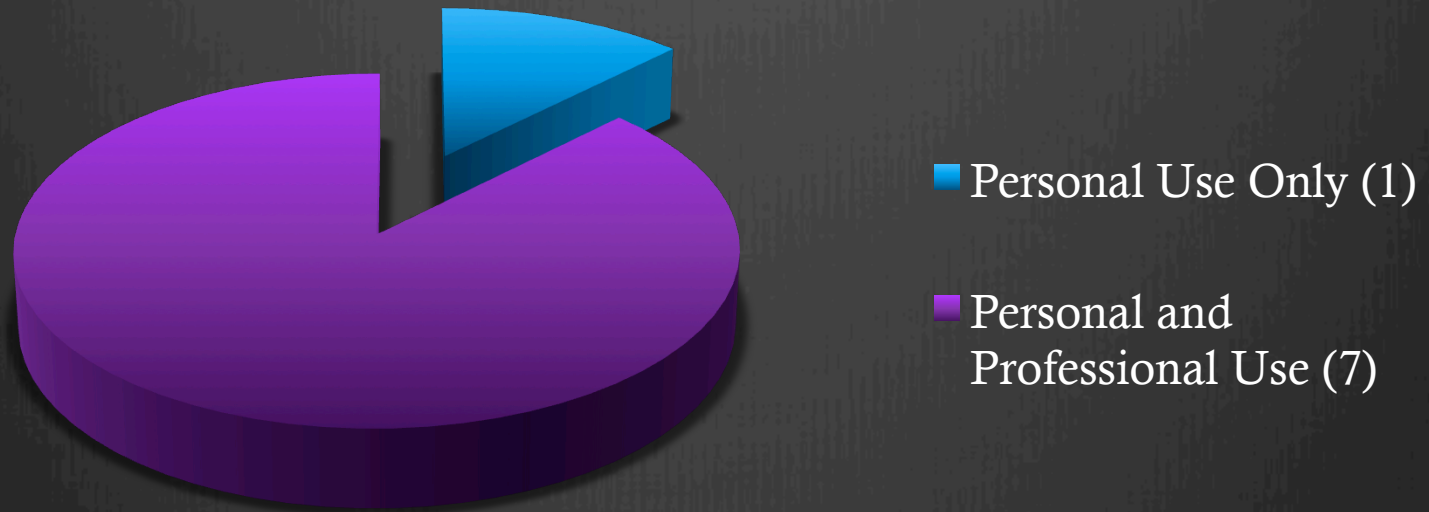


Four males and four females

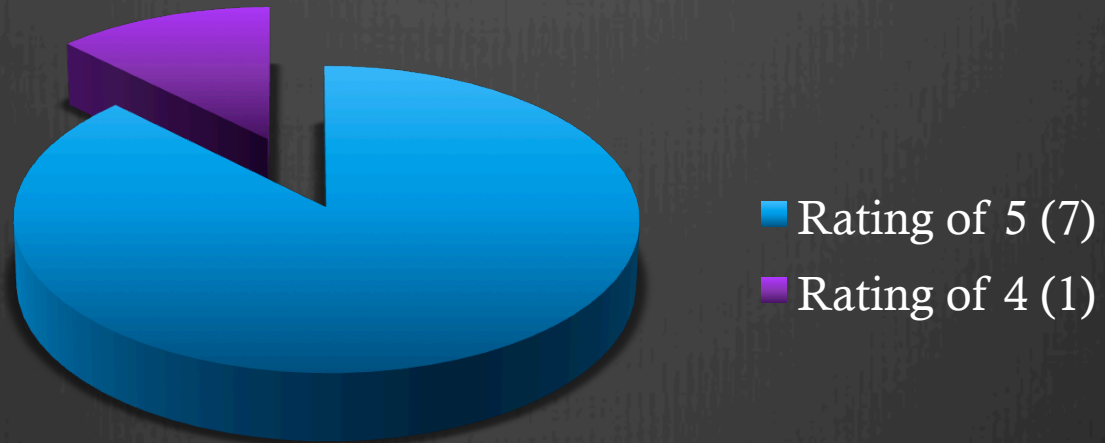
Age distribution:
62.5%-25-33, 25%
34-44, 12.5% 45-54



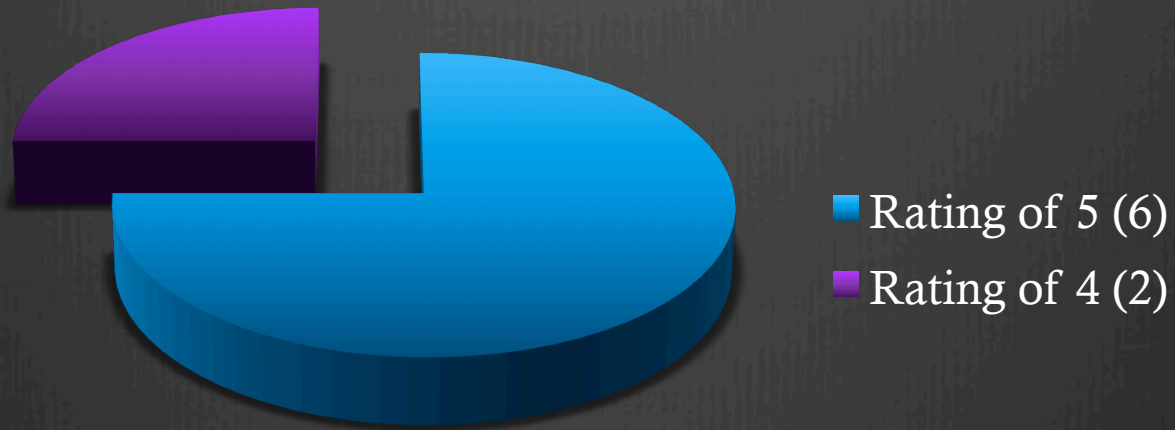
How do you use the Internet?



How comfortable are you browsing the Internet? (5 point scale)



**How likely are you to browse the
Internet for information? (5 point scale)**



Setting and Materials

Setting

Remote meeting space via Google
Hangouts



Audio and screen recording via Apple
QuickTime 7

Materials



All usability studies required the use of a computer with an Internet connection

Pre and post study surveys were conducted and aggregated using Google Forms



Methods and Procedure

Concurrent Think Aloud Design



Concurrent Probing Design



Procedure

- Four week timeline
- Eight total participants, four male and four female



Procedure



Week 1

- Testing initial website
- Four participants, two male and two female

Procedure

Week 2

- Analyze findings from week 1
- Redesign of website components



Systems Information Website USABILITY TESTING v.1

Search this site[Welcome](#)[Effective Educator System](#)[Organization](#)[New Teachers](#)[School Wide Initiatives](#)[Technology](#)

Navigation

Welcome

[Common Core
Standards/HCPS \(Rev.
11/4/13\)](#)

▼ Effective Educator System

[Danielson \(Rev.
10/17\)](#)

[Student Learner
Outcomes \(SLO\)](#)

[Working Portfolio](#)

[Faculty Meeting
Schedules/Calendars](#)

[Mandatory Training
Videos](#)

▼ New Teachers

[Highly Qualified
Teacher \(HQT\)](#)

[Mentoring](#)

[Orientation](#)

Welcome

Welcome to the school teacher resource page. Please use this page for support and as a resource to help you meet your students' needs as well as your own. This page will be a team effort and we will work together to add more and beneficial resources and training modules to this site focusing on our school wide initiatives, policies, and goals.

If you have questions or suggestions, please email: [Site Admin](#).

THIS IS A USABILITY BETA TEST WEBSITE. SOME PAGES WITHIN THIS TEST SITE ARE INTENTIONALLY LEFT BLANK TO CONFORM TO CONFIDENTIALITY RULES AND REGULATIONS. NO PERSONAL OR SCHOOL INFORMATION IS HOUSED ON THIS SITE.

Intranet Website

- Welcome
- School Information
- State Initiatives
- School Wide Initiatives
- Technology
- School Directory
- I Need Help!

Navigation

- Welcome
- School Information
 - Acceptable Use Policy (AUP)
 - Attendance Policy
 - Departments
 - Dress Code Policy
 - Faculty Meeting Schedules/Calen...
 - Front Office Memos and Forms
 - New Teachers
 - School Directory
 - School Directory
 - Security Information
 - Submit An Announcement
 - Submit Custodial Service Request
- School Wide Initiatives
 - Critical Thinking
 - Data Team
 - K2C Reading Strategies/Instruct...
 - Observations
 - Quad D/PBL, R&R Framework
 - Response to Intervention (RTI)
 - Senior Project/Graduation Requirements
 - Testing (Rev. 9/17)
 - Understanding Test Scores
- State Initiatives
 - Common Core Standards/HCPS (Rev. 11/4/13)
 - Effective Educator System
 - Mandatory Training Videos
- Technology
 - Acceptable Use Policy (AUP) Master List
 - Edline Resources

Welcome

Welcome to the school website. This page is for support and as a resource to help you meet your students' needs as well as your own. This page is broken down into four categories:

- School Information- Items such as RTI, Data Teams etc.
- School Wide Initiatives- Items such as RTI, Data Teams etc.
- State Initiatives- Items such as EES, Common Core etc.
- Technology- Items regarding our use of technology, including eSIS and PDE3.

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School Meeting Schedule Qtr. 2

Date	Day	Meeting	Topic	Outcomes	Location
October 15th	Tuesday-extended one hour	Leadership	Agenda to be sent out by administration		
October 17th	Thursday	Department	Departmental Topics		Agenda to be sent out by administration
October 22nd	Tuesday-extended one hour	Staff PD	SLO Overview and PDE3 website		
October 24th	Thursday	Data Team	Data Team Cycle 3-Pre Instructional Meeting	Complete pre instructional data form on GoogleDocs	Data Team Meeting Locations
START OF TEAM SUPPORT MEETING WEEK OCT 28-NOV 1 CHECK YOUR SCHEDULE					
	Tuesday-extended		1. SLO - Developing your own 2.Registrar-going over		

Procedure



Week 3

- Testing updated website
- Four participants, two male and two female

Procedure

Week 4

- Analyze findings from week 3
- Compare with results from week 1



Results

Results



The scenarios represent
real life usage.



Rating of
5/5



Rating of
4/5

Results



The scenarios adequately assessed the navigation of the test website.



Rating of
5/5



Rating of
4/5

Results



The navigation of the test website is effective.



Rating of
4/5



Rating of
3/5



The font was
too small...

Systems Information Website USABILITY TESTING v.1

 Search this site[Welcome](#)[Effective Educator System](#)[Organization](#)[New Teachers](#)[School Wide Initiatives](#)[Technology](#)

Navigation

Welcome

[Common Core
Standards/HGPS \(Rev.
11/4/13\)](#)

▼ Effective Educator System

[Danielson \(Rev.
10/17\)](#)[Student Learner
Outcomes \(SLO\)
Working Portfolio](#)[Faculty Meeting
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Systems Information Website USABILITY TESTING v.1

Search this site

Too much
open space...

The title
banner doesn't
fit right...



Systems Information Website USABILITY TESTING v.1

Search this site

Welcome Effective Educator System Organization New Teachers School Wide Initiatives Technology

Navigation

Welcome

BOE/DOE Strategic
Plan 2011-2018
Common Core
Standards/HGPS (Rev.
11/4/13)

Effective Educator System

Daneleon (Rev.
10/17)
Student Learner
Outcomes (SLO)
Tripod Surveys
Working Portfolio

Faculty Meeting
Schedules/Calendars
Mandatory Training
Videos

New Teachers

Highly Qualified
Teacher (HQT)
Mentoring
Orientation

Organization

Acceptable Use
Policy (AUP)
Attendance Policy
Daily Bulletin
Departments
Dress Code Policy
Front Office Memos
and Forms
Registrar/Docum...
School Resource
Guide
Security
Information
Submit An
Announcement
Submit Custodial
Service Request

School Wide Initiatives

Critical Thinking

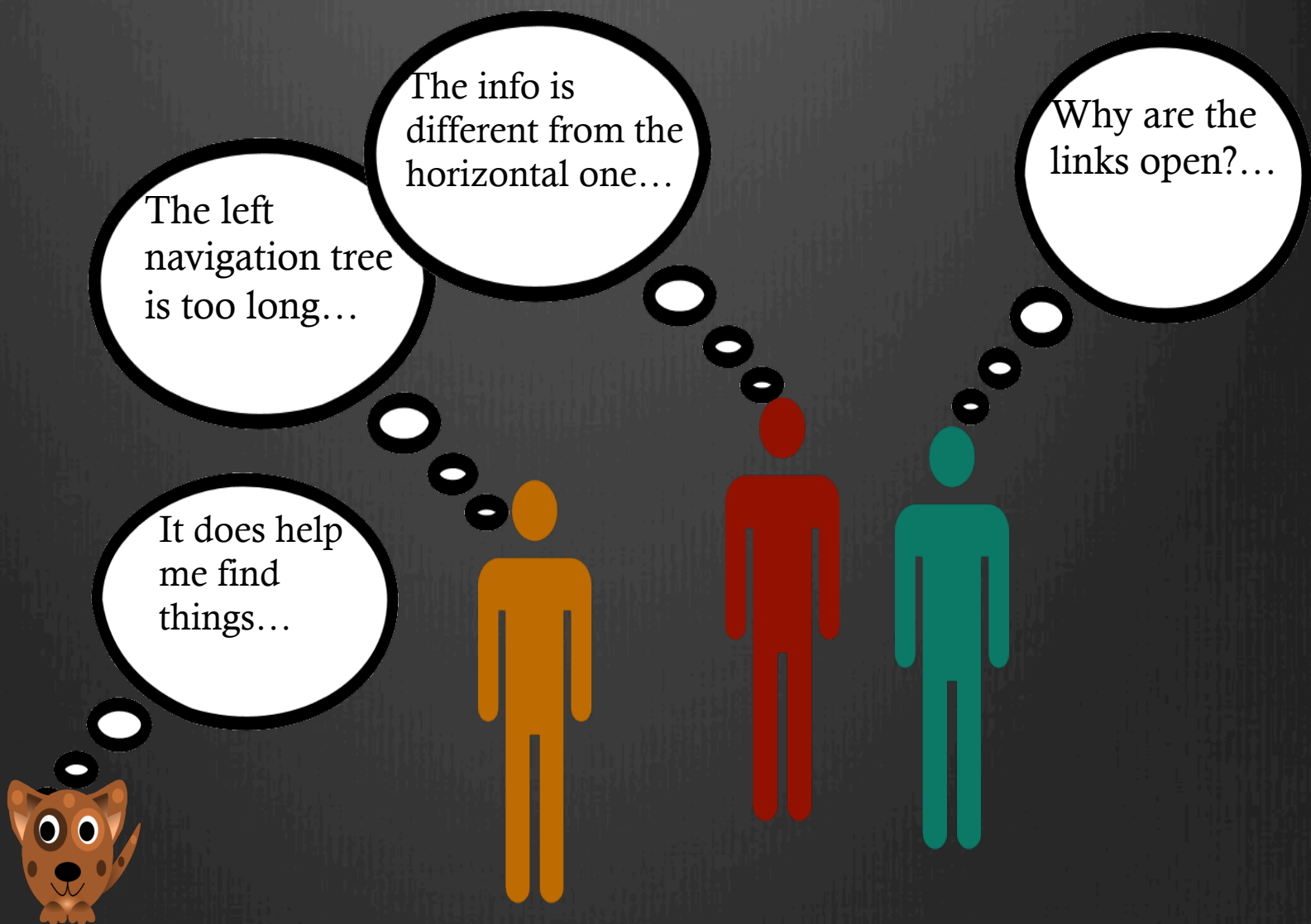
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Common Core Standards/HGPS (Rev. 11/4/13)	
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K2C Reading Strategies/Instru	



Welcome


Effective Educator System

Organization


New Teachers

School Wide Initiatives

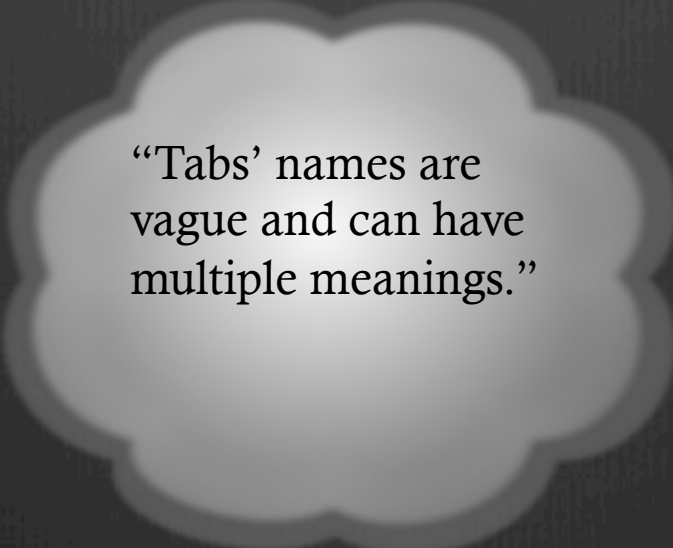
Technology



I thought the
video would be
there...




I can't find it...




"Tabs' names are
vague and can have
multiple meanings."

Results


Ourschool.org
Intranet Website



That graphic is
clear and
helpful...



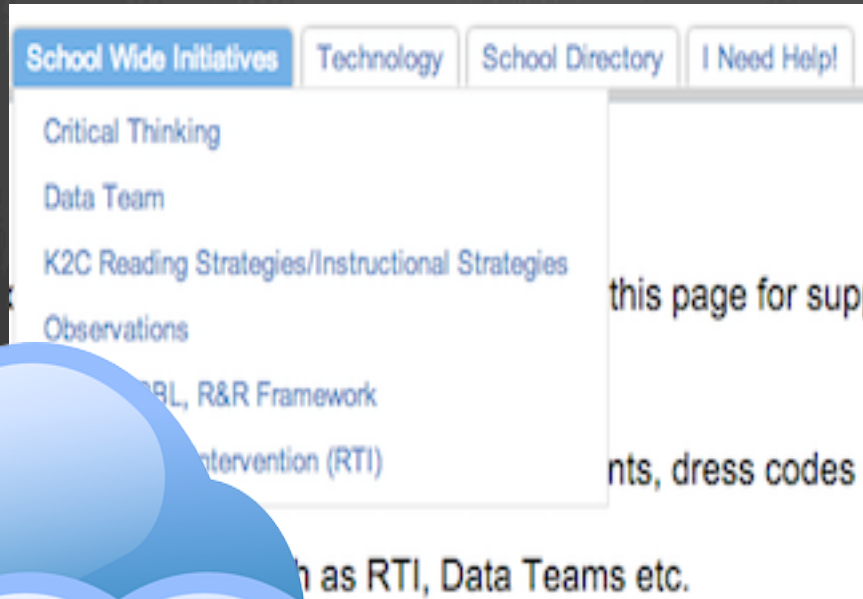
“The frame was
not conducive
to navigation”



“There’s no scroll
bar”

Results

I Need Help!




School Directory

The left navigation tree is still too long...


“The new tabs made information easier to find.”



Results



This was very intuitive...



Oh, that's what you meant?...



Results



The navigation of the test website is effective.

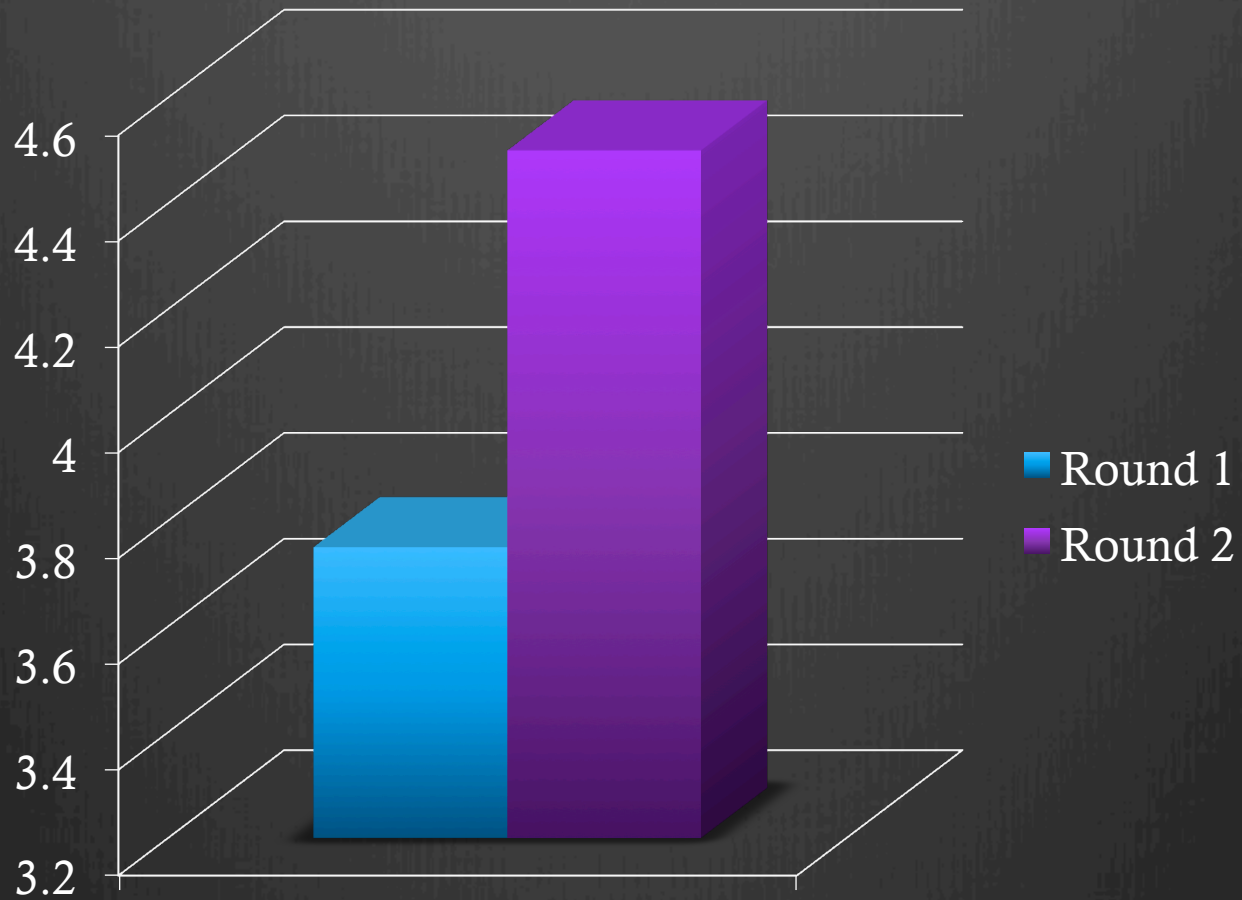


Rating of
5/5



Rating of
4/5

Results



The navigation of the test website was effective.

Improvements

- 🎬 Test with target population
- 🎬 Test with a more varied population
- 🎬 Technical issues with Google Sites

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Imagine
the
Possibilities

Mahalo To

